

## **COBBLESOFT RELEASES UPGRADE TO HELPDESK SOFTWARE**

*COIGN Corporate Edition Version 1.50 Released*

PHELPS, NY, April 24, 2003 — CobbleSoft International Ltd., developers of COIGN, a global helpdesk and service management software solution, today announced the release of the COIGN Corporate Edition Version 1.50. COIGN rapidly enables enterprise-wide support by leveraging the accessibility of the Internet with the power of Oracle Corporation's database products.

New features include document upload and download capabilities, and "Search-and-Suggest™", a full self-service knowledgebase with fast and easy text search. With the 1.50 version, COIGN allows multiple documents to be uploaded /downloaded per ticket or request.

"The relevance of documented or graphical content as either attachments or solutions to service requests and process tickets cannot be underestimated," said Richard Stevenson, CEO, CobbleSoft. "COIGN makes it incredibly easy for users to define and expound their issues, and for support personnel to clarify solutions."

Search-and-Suggest is CobbleSoft's fully integrated entry into the self-service knowledge base market. With a simplified interface, and by exploiting core database technology, users receive lightning fast answers to their search queries. Additionally, with content driven directly from processed tickets, they are more likely to receive "real-world" answers to their questions, resulting in greater customer satisfaction. "It's really so simple," said Pamela Follett, president, CobbleSoft. "COIGN is about helping users to help themselves, easily and quickly, so that they can concentrate on their core business."

With single global licensing, rapid implementation and seamless integration, COIGN provides enterprises with a genuinely lower total cost of ownership and a significantly quicker return on their investment.

Since product launch in October 2002, COIGN has been installed in more than 25 countries, and has generated interest in an additional 50 countries. A fully functional trial of COIGN Version 1.50 can be downloaded at <http://www.cobblesoft.com/coign/ccpr150.html>.

CobbleSoft, as a Vendor Partner, will be a sponsor and exhibitor at the 2003 Oracle Development Tools User Group (ODTUG) conference in Miami, June 22-26.

### **About CobbleSoft International Ltd.**

CobbleSoft International, a privately held company, focuses exclusively on supporting enterprises that use Oracle Corporation's database servers and technologies to run their business.

CobbleSoft develops SchemaSurf™, a Web-based utility for Oracle developers and database administrators to browse database schemas, and COIGN, a helpdesk and service management solution leveraging the Internet with the power of Oracle Corporation's database products.

The founders have over 17 years experience specifically in Oracle database design and applications development, and many more developing and supporting applications around the world.

For more information about CobbleSoft's products and services, please visit [www.cobblesoft.com](http://www.cobblesoft.com), email [info@cobblesoft.com](mailto:info@cobblesoft.com) or call (315) 548-5810.

CobbleSoft, COIGN, SchemaSurf and Search-and-Suggest are trademarks of CobbleSoft International Ltd. All other marks are the property of their respective owners.

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